

**Good Things Foundation
Complaints Procedure**

Version 3: September 2024
Review due: September 2025

We believe that anyone affected by our services should be able to make a complaint, knowing it will be fairly investigated.

To this end, we have a detailed complaints procedure.

You can make a complaint in two ways:

- 1) An informal complaint using the contact details below. We hope to resolve these quickly, without the need for further action
- 2) A formal complaint, which may follow on from informal complaints. These will be acknowledged within two working days and we will aim to resolve within five working days, working with relevant departments internally. Where we are not able to resolve the complaint within five working days, we will get in touch with you to inform you of the progress of the investigation and any further steps.

If you feel your complaint has not been resolved, you can appeal any decision following our complaints procedure below.

To make a formal complaint please contact us at:

- Email: complaints@goodthingsfoundation.org
- Phone: 0114 349 1666
- Or in writing: Good Things Foundation, Good Things Foundation, Office 514, Showroom Workstation, 15 Paternoster Row, Sheffield, S1 2BX

For more information, please see our full complaints procedure below Fig1.

If, following appeal you are still unsatisfied with the outcome of your complaint and you wish to take things further the primary body is the Charity Commission, while specific fundraising complaints are covered by the Fundraising Regulator (www.fundraisingregulator.org.uk).



Good Things

Foundation

Change Control Log

Date of Change	Detail	Section
September 2024	Logo replaced with new branding	Header
September 2024	New version created and version dates updated	Opening text box
September 2024	Office address updated	Main body of text
September 2024	Font changed to Poppins in line with new branding	Main body of text



Good Things Foundation

Good Things Foundation Complaints Procedure

The following flowchart summarises the various stages of our complaints procedure:

